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U.S. Department of Commerce Patent and Trademark Office

Attorney Docket No.: NUASI-00102

Serial No.: 10/632,649

FORM PTO-1449
Fo Applicants: Carl Schoeneberger et al. Group Art Unit; 2642 63 Filing Date: July 31, 2003 U.S. PATENT DOCUMENTS Serial / Patent Number Examiner Applicant / Patentee Issue Date Class Subclass Filing Date Initials 5,282,243 01/25/94 379 201 11/06/92 AΑ Dabbaghi et al. M AB 6,188,673 B1 02/13/01 Bauer et al. 370 252 09/02/97 M 6,639,982 B1 379 266.03 08/10/00 AC 10/28/03 Stuart et al. ΑD ΑE ΑF AG AΗ ΑI ΑJ ΑK ΑL AM ANAO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number Country / Patent Office Class Subclass **Publication Date** Yes No ΑP AQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑU Α٧ ΑW ΑX ΑY ΑZ ΒA ВВ вС 6/04 Date Considered: Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. EXAMINER:

Sheet 1 of 1 Attorney Docket No.: NUASI-00102 FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/632,649 INFORMATION DISCLASSIVE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) Applicants: Carl Schoeneberger et al. Group Art Unit: 2642 2663 (37 CFR § 1.98(b)) Filing Date: July 31, 2003 U.S. PATENT DOCUMENTS Serial / Patent Number Examiner Initials Applicant / Patentee Issue Date Class Subclass Filing Date M 157 12/20/91 ΑA 5,390,295 02/14/95 Bates et al. 395 M AВ 5,491,795 02/13/96 Beaudet et al. 395 159 05/02/94 04/04/00 Hochmuth 345 348 11/21/97 AC 6,046,741 12/02/97 AD 6,225,998 B1 05/01/01 Okita et al. 345 356 345 339 09/08/98 ΑE 6,266,058 B1 07/24/01 Meyer 345 810 05/21/99 ΑF 6,590,596 B1 07/08/03 Rector AG ΑH ΑI ΑJ ΑK ٨L ΑM ΑN ΑO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑP ΑQ AR AS ΑТ OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑU AVΑW ΑX ΑY ΑZ BA BB BC Examiner: Date Considered:

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U.S. Department of Commerce Patent and Trademark Office MAR 2 2 2004 FORM PTO-1449 (Modified) Serial No.: 10/632,649 Attorney Docket No.: NUASI-00102 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)

8 1.98(b)) Applicants: Carl Schoeneberger et al. Group Art Unit: 2642 266 3 Filing Date: 07/31/03 (37 CFR § 1.98(b)) U.S. PATENT DOCUMENTS Serial / Patent Number Examiner Initials Subclass Filing Date Applicant / Patentee Class Issue Date 8 03/31/98 705 M AA 6,219,648 B1 04/17/01 Jones et al. Dickerman et al. 379 265 10/22/97 M ΑB 6,188,761 B1 02/13/01 04/10/02 AC 2003/0195753 A I 10/16/03 Homuth 705 01/30/01 2003/0018702 A1 01/23/03 Broughton et al. 709 202 AD ΑE ΑF AG AΗ ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number Class Subclass **Publication Date** Country / Patent Office Yes No ΑK AL ΑM ΑN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP AQ AR AS ΑT ΑU AVΑW ΑX AYΑZ Date Considered: Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

EXAMINER:

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Sheet 1 of 1 FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Attorney Docket No.: NUASI-00102 Serial No.: 10/632,649 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) Applicant: Carl Schoeneberger et al. Group Art Unit: 2663 Filing Date: July 31, 2003 (37 CFR § 1.98(b)) U.S. PATENT DOCUMENTS Serial / Patent Number Examiner Initials Issue Date Applicant / Patentee Class Subclass Filing Date AA6,046,762 04/04/00 Sonesh et al. 348 16 03/01/97 AB AC ΑD ΑE ΑF AG ΑH Αl ΑJ AK AL AMAN AO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No AP AQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) UΑ "Declaration of Michael P. Dimitroff", 3 pages Dr. D. E. Brown, "The Interaction Center Platform", Interactive Intelligence, April 6, 2001, pp. 1 of 31 A۷ M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, http://www.inin.com/news/presscoverage/presscoverage.asp?id=14, August 2, 2001, pp. 1 of 9 ΑW AXΑY "Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect Communication Corporation, 12 pp. ΑZ ΒA BBBC Otton Examiner: Date Considered:

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Sheet 1 of 1 FORM PTO-144 (Modified) U.S. Department of Commerce Patent and Trademark Office Attorney Docket No.: NUASI-00102 Serial No.: 10/632,649 ION DISCLOSERE STATEMENT BY APPLICANT
(Use Several Sheets if Necessary) Applicant: Carl Schoeneberger et al. (37 CFR § 1.98(b)) Filing Date: July 31, 2003 Group Art Unit: 2663 U.S. PATENT DOCUMENTS Examiner Initials Serial / Patent Number Issue Date Applicant / Patentee Class Subclass Filing Date ΛA ΑB AC ΑD ΑE ΑF AG ΑH ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑK EP 1 016 998 A2 05/07/00 EP G06F 17/60 X ΑL WO 99/65214 12/16/99 **PCT** H04M 3/46 Х AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP ΑQ AR AS ΑŢ ΑU AVAW ΑX ΑY ΑZ BA BC BD ВE BF Examiner: Ntano Date Considered: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**